

REQUEST FOR COUNCIL ACTION CITY OF SAN DIEGO				CERTIFICATE NUMBER (FOR COMPTROLLER'S USE ONLY)	
TO: CITY COUNCIL		FROM (ORIGINATING DEPARTMENT): Dept of Information Technology		DATE: 9/19/2016	
SUBJECT: Report on Department of Information Technology Accomplishments and FY17 Initiatives					
PRIMARY CONTACT (NAME, PHONE): Jonathan Behnke, 619-533-3637 MS658B			SECONDARY CONTACT (NAME, PHONE): Gabriel Rubi, 619-533-3465 MS658B		
COMPLETE FOR ACCOUNTING PURPOSES					
FUND					
FUNCTIONAL AREA					
COST CENTER					
GENERAL LEDGER ACCT					
WBS OR INTERNAL ORDER					
CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00
FUND					
FUNCTIONAL AREA					
COST CENTER					
GENERAL LEDGER ACCT					
WBS OR INTERNAL ORDER					
CAPITAL PROJECT No.					
AMOUNT	0.00	0.00	0.00	0.00	0.00
COST SUMMARY (IF APPLICABLE):					
ROUTING AND APPROVALS					
CONTRIBUTORS/REVIEWERS:		APPROVING AUTHORITY	APPROVAL SIGNATURE	DATE SIGNED	
Liaison Office		ORIG DEPT.	Behnke, Jonathan	09/19/2016	
		CFO			
		DEPUTY CHIEF	Villa, Ron	09/23/2016	
		COO			
		CITY ATTORNEY			
		COUNCIL PRESIDENTS OFFICE			
PREPARATION OF:	<input type="checkbox"/> RESOLUTIONS	<input type="checkbox"/> ORDINANCE(S)	<input type="checkbox"/> AGREEMENT(S)	<input type="checkbox"/> DEED(S)	
Information Item Only					
STAFF RECOMMENDATIONS: Accept the report on Department of Information Technology Accomplishment and FY17 Initiatives					
SPECIAL CONDITIONS (REFER TO A.R. 3.20 FOR INFORMATION ON COMPLETING THIS SECTION)					
COUNCIL DISTRICT(S):	All				
COMMUNITY AREA(S):					
ENVIRONMENTAL IMPACT:	Environmental Impact – This activity is not subject to CEQA per CEQA Guidelines Section 15060 (c)(3), as this activity is not a project as defined by				

	CEQA Guidelines Section 15378(b)(5).
CITY CLERK INSTRUCTIONS:	

**COUNCIL ACTION
EXECUTIVE SUMMARY SHEET
CITY OF SAN DIEGO**

DATE: 9/19/2016

ORIGINATING DEPARTMENT: Dept of Information Technology

SUBJECT: Report on Department of Information Technology Accomplishments and FY17 Initiatives

COUNCIL DISTRICT(S): All

CONTACT/PHONE NUMBER: Jonathan Behnke/619-533-3637 MS658B

DESCRIPTIVE SUMMARY OF ITEM:

The Department of Information Technology (IT) will be providing a report on major accomplishments and FY17 citywide initiatives including new online services for citizens, cyber security, and internal efficiencies in delivering City services.

STAFF RECOMMENDATION:

Accept the report on Department of Information Technology Accomplishment and FY17 Initiatives

EXECUTIVE SUMMARY OF ITEM BACKGROUND:The Department of Information Technology supports 14,000 desktops and laptops, 380 software applications, 24 networks, 5 mountain top radio tower sites, and public-safety wireless communications.

This report will provide an overview of the Department of Information Technology organization and recent accomplishments including a new award-winning City website, a new mobile app for citizens to report potholes and request other City services, and streamlining of the procurement process.

The report will also provide updates on cyber security threats including an annual increase from 400,000 to 800,000 cyber-attacks on the City each day. Additional information will be provided on a new water utility payment portal, new electronic forms and electronic signatures for citizens, and numerous ERP initiatives to streamline processes and introduce efficiencies.

CITY STRATEGIC PLAN GOAL(S)/OBJECTIVE(S):Goal # 1: Provide high quality public service by ensuring equipment and technology are in place so that employees can achieve high quality public service.

Objective # 1: Ensure cost effective, highly functional equipment and technology are in place and delivered timely and efficiently so employees can achieve high quality service to the public.

FISCAL CONSIDERATIONS: N/A

EQUAL OPPORTUNITY CONTRACTING INFORMATION (IF APPLICABLE): N/A

PREVIOUS COUNCIL and/or COMMITTEE ACTION (describe any changes made to the item from what was presented at committee): N/A

COMMUNITY PARTICIPATION AND PUBLIC OUTREACH EFFORTS: N/A

KEY STAKEHOLDERS AND PROJECTED IMPACTS: N/A

Behnke, Jonathan

Originating Department

Villa, Ron

Deputy Chief/Chief Operating Officer

Department of Information Technology
Budget & Government Efficiency
Committee

October 5, 2016

Department of IT
Accomplishments and FY17
Initiatives



Department of Information Technology

- 114 Employees
 - 45 Public Safety Wireless
 - 69 Technology Employees
- IT Services From Atos and CGI

Atos

Data Center
Service Desk
Desktop Support
Network/Voice

CGI

Application Development
and Support



FY2017 Priorities

- ❖ Expand Online Services to Citizens
- ❖ Develop Efficiencies in Delivering City Services
- ❖ Strong Cyber Security Controls
- ❖ Enhance Public Safety Wireless Coverage
- ❖ Streamline Procurement
- ❖ Citywide Project Management Improvements
- ❖ Train IT Staff in the Latest Technologies



Public Safety Wireless

17 Million

Push to Talk Transactions

12,000

Radio Subscribers

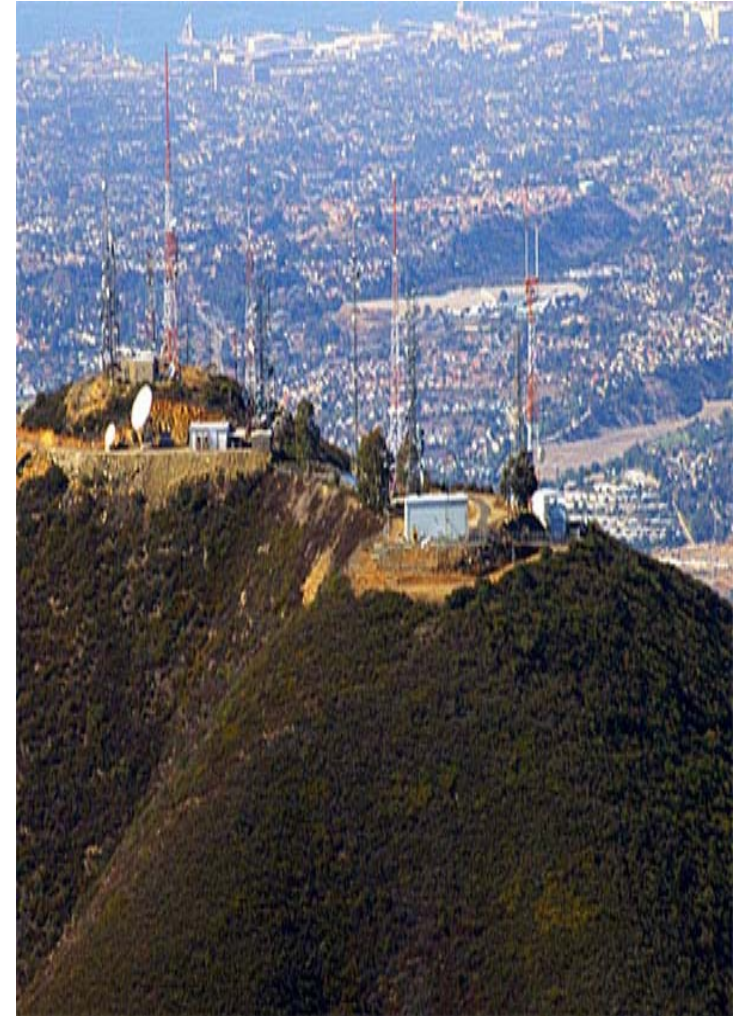
1,200

Vehicle Installs

22

Major Radio Sites

99.999% Availability





Citywide

14,000

Desktops and Laptops

3

Data Centers

380

Applications

19,000

SAP Training Courses

Completed





New City Website

The City of **SAN DIEGO**

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PUBLIC SAFETY ▾
Police, Fire + Lifeguards

CITY HALL ▾
City Officials + Departments

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Business License ▾

3 Apply Now
Apply for a business tax certificate

Apply Now





City Website Redesign Results

38%

Increase in Users



19%

Decrease in Time



14%

Decrease in Pages





Get It Done App

The City of **SAN DIEGO** English ▾

65° **SAN DIEGO** WEATHER

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City Officials + Departments

Get It Done













Download the App!

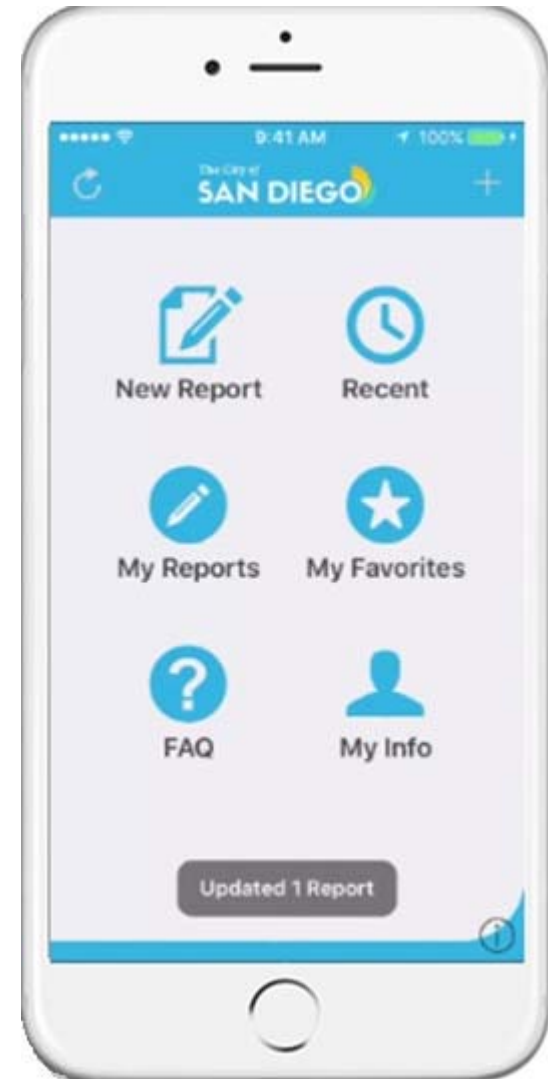
[App Store](#) [Google Play](#)

[Terms of Service](#)



Top Online Services

 Abandoned Vehicle	 Curb/Gutter	 Dead Animal	 Graffiti
 Litter/Dumping	 Pothole	 Sidewalk	 Storm Drain
 Street Light	 Traffic Sign	 Traffic Signal	 Tree Hazard





Cyber Security

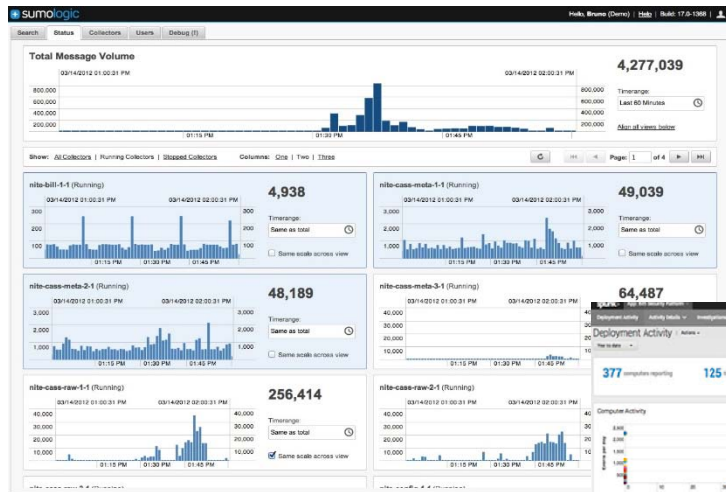
FY16 Daily Attacks: 400,000

FY17 Daily Attacks: 800,000

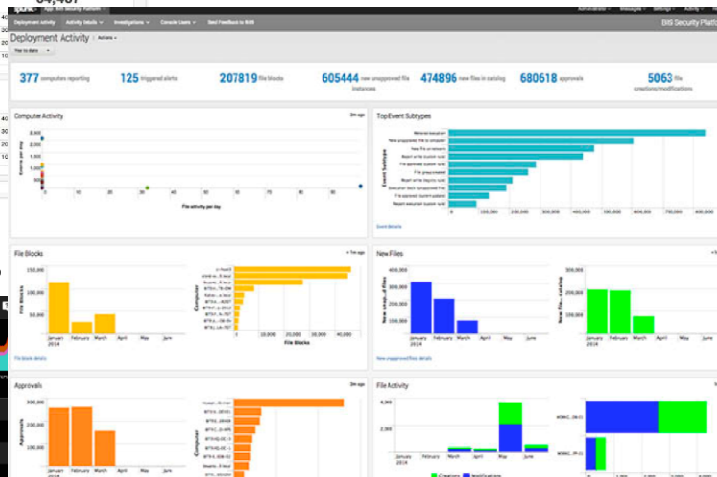


Cyber Security

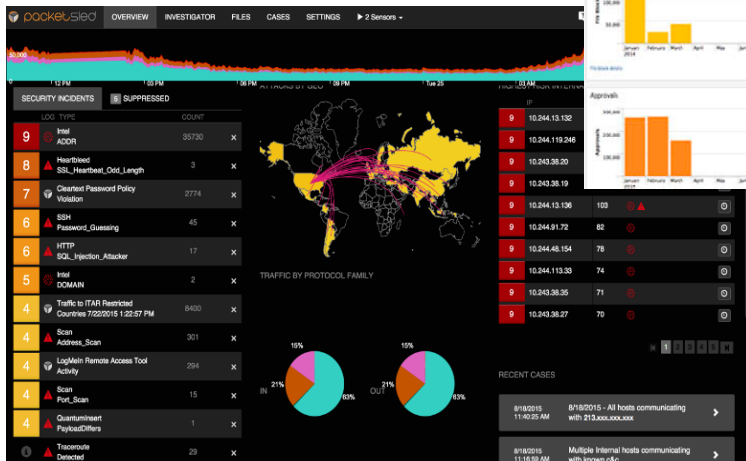
Daily Operations (SIEM)



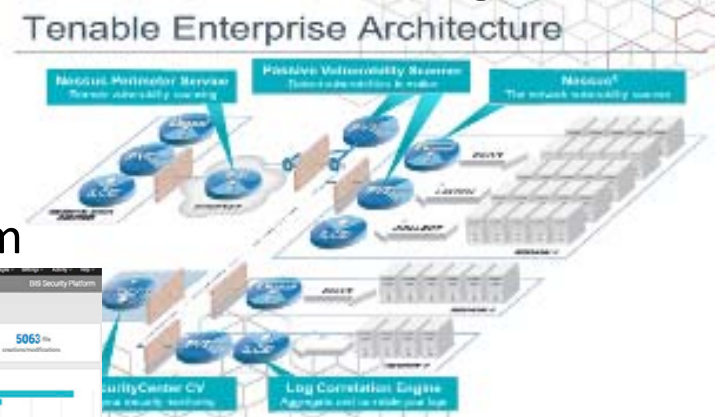
Anti-Malware Platform



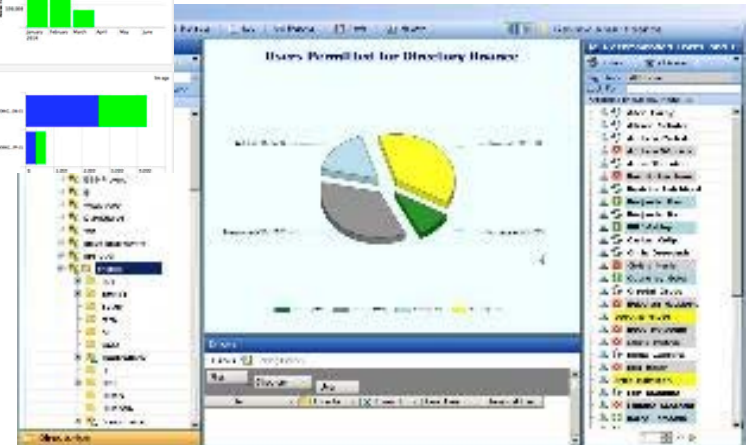
Network Behavior Analytics



Continuous Scanning, Remediation, Monitoring



Data Governance



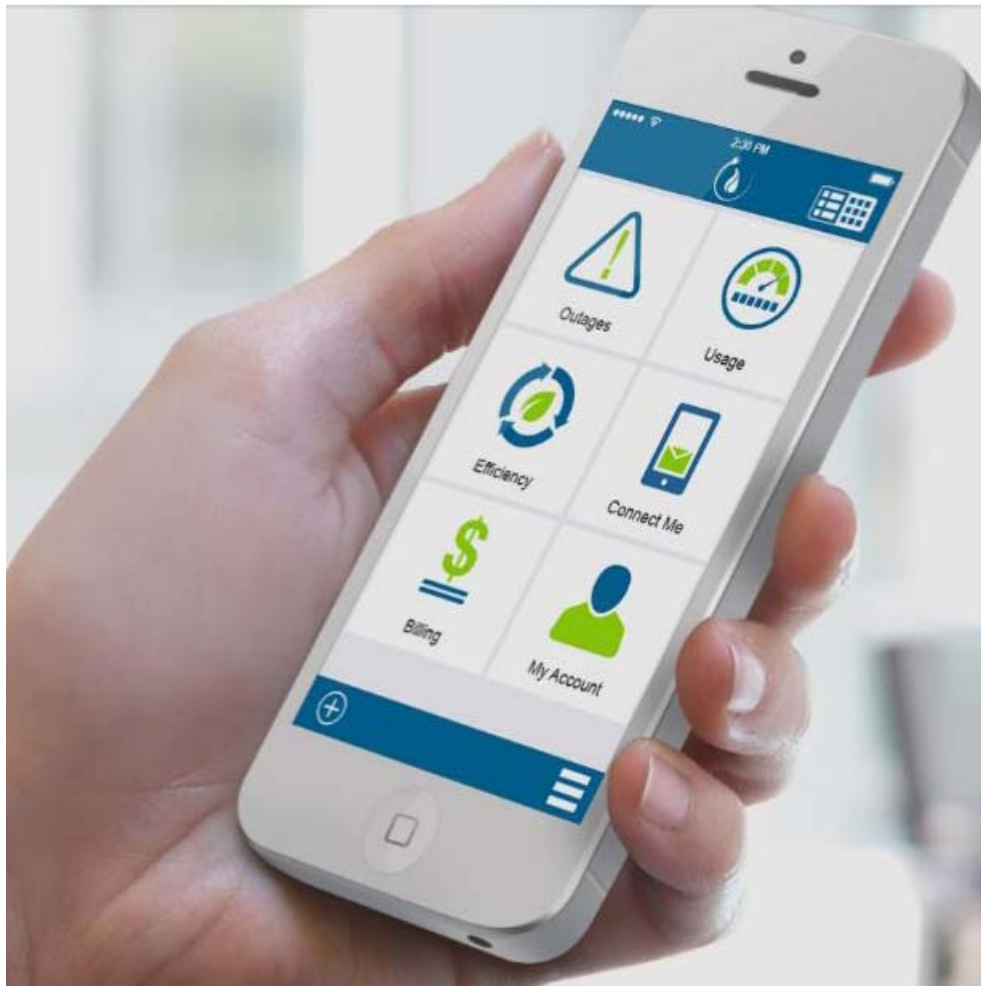


ERP Utilities Customer Portal

Update Q3 FY17



Connect with us:



My Account

Login to view your account



Outages

View and report outages in your area



Pay Bill

Pay your utility bill in one click



Efficiency

Learn tips to save on your next bill



Service Turn On/Off

Turn on/off your service



Contact Us

Get in touch with us



Report Water Waste

Report Water Leak, Water Waste and Water Theft



Payment Location

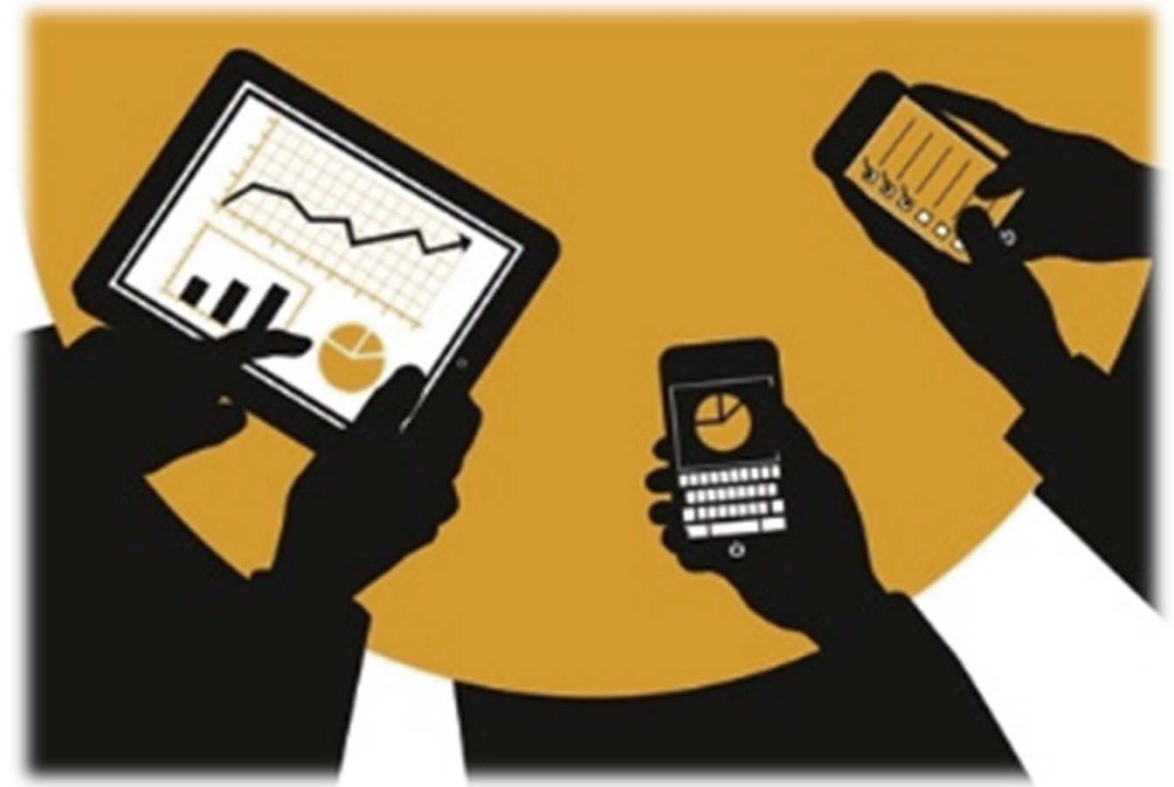
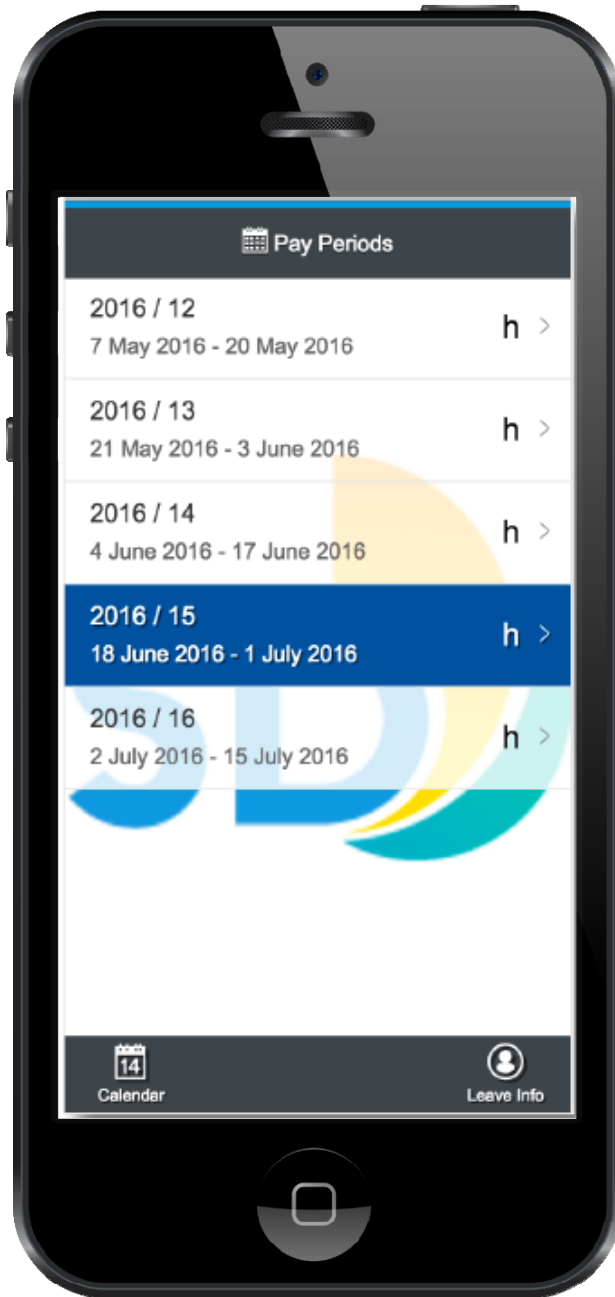
View Payment Locations



Help

View frequently asked questions

Mobile Timesheet





City of San Diego
Asbestos & Lead Management Program

almp@sandiego.gov

Document Signers

1 Signer1

CITY of SAN DIEGO
WORK REQUEST FOR ASBESTOS, LEAD & MOLD PROGRAM

Department _____ Dept.# _____ Division _____

Work Requested By _____ MS# _____ Phone _____

Facility Name/Address _____

Facility # _____ Age of Facility: _____ Plans Attached? ☐ YES ☐ NO Target Start: _____

Provide a description and location of the activities **you plan on conducting**:

Open Internal Order or WBS# to ALMP for labor cost. ALMP Business Area 2115; Fund 100000; Revenue Acct 424071. The following accounting numbers are for laboratory, abatement, and/or other NPE. Request estimate if needed.

Accounting Numbers: _____

Cost Center _____ Fund _____ G/L _____ Internal Order/WBS # _____

I have the authority to authorize ALMP to bill hourly inspection labor and laboratory expenses to the accounting numbers above for work related to this project.

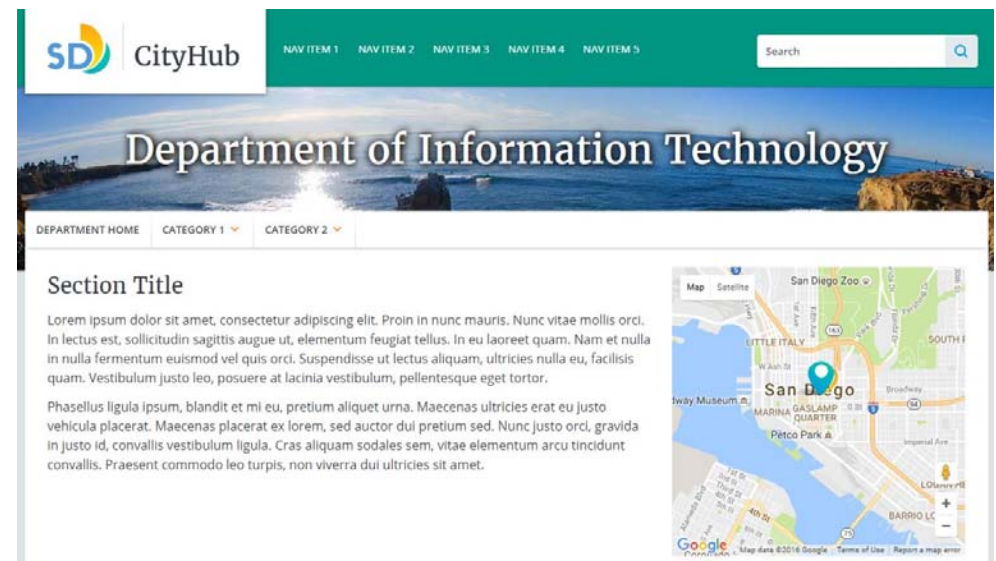
Signature Signature Here Title _____ Date _____

Print Name _____ Div. Analyst Name _____

SUBMIT & SIGN

Replacement of PDF Forms with Web Forms and Electronic Signature

Rebuild CityNet



ERP Team Projects

- Personnel Action Forms – Through FY17
- Mobile Time Entry and Approval – Q4 FY17
- Electronic Leave Request - Q3 FY17



ERP Team Projects

- **OpenText – Vendor Invoice Management – Q2 FY17**
- **Procure-to-Pay Process Improvements (P2P)/Ariba – Multiple releases through FY 19**
- **OpenText – Content Management – Ongoing**
- **Reporting Initiative – Ongoing**
- **SAP Training – Ongoing**





Staff Recommendation

**Accept the Report on the Department of
Information Technology Accomplishments and FY17
Initiatives**



Department of Information Technology

Questions?